Express Trains Hauling from Howrah

2002. SHRI BALAI CHANDRA RAY : Will the Minister of RAILWAYS be pleased to state:

(a) whether all passengers and several express trains are hauling from Harwah with less number of coaches;

(b) if so, the details thereof and the reasons therefor;

(c) the steps taken to provide adequate number of new coaches and space coaches to Eastern Railways;

(d) whether any steps have been taken to improve the situation; and

(e) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) and (b). No, Sir. However occasional underload running takes place due to last minute sick marking of coaches.

(c) to (e) . During 1996-97, new air brake coaches have been provided to Eastern Railway for introduction of 3017/3018 Howrah-Rampurhat Express and for conversion of 2307/2308 Express into air brake and new coaches for conversion of Darjeeling Mail into air brake will also be given during the course of the year.

Settlement of Pending Claims

2003. SHRIMATI MEIRA KUMAR : Will the Minister of **RAILWAYS** be pleased to state :

(a) the total number of refund claims pending for settlement at the new Delhi Railways Offices and break-up of the duration of the said pendency;

(b) the time limit fixed for settlement of refund claims;

(c) whether the Audit has pointed out any shortcomings/deficiencies in the system of settling claims; and

(d) if so, the remedial steps taken in the matter?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) 14970 refund cases are pending settlement at New Delhi Refund Office. Out of these cases 3106 cases are pending settlement for more than six months and 11864 cases for less than six months.

(b) On completion of formalities by claimant, railway settles the cases within reasonable period.

(c) No, Sir.

(d) Does not arise.

Complaints against Unknown Calls

2004. SHRI G.A.CHARAN REDDY : Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government have received complaints of abusing, obscene telephone calls from unwanted/unknown persons in Delhi causing harassment to the families of the subscribers;

(b) if so, the details therof;

(c) whether any measures have been devised to check such calls; and

(d) if so, the details thereof?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) (a) and (b). Yes, Sir. During the year 1996 about 3000 written complaints of malicious telephone calls causing harassment to the subscribers have been received in Delhi. The telephones of such subscribers were put under malicious call observation of detect the telephone numbers of the calling parties.

(c) and (d). In an Electronic exchange the complainants number is put on observation and a print out of the caller's number is automatically given by the exchange system. After confirmation of the facts, action as per rules is taken against the caller.

However, for subscribers connected to non-electronic exchanges and in case of incoming long distance calls it is very difficult to trace and identify the caller.

Microwave Tower

2005. SHRI THOMAS HANDSA : Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government propose to make use of the Microwave Tower which was set up two years back at Rajmahal to provide STD facility there;

(b) if so, the time by which it is likely to be made operational; and

(c) the reasons for delay in this regard?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) Yes, Sir.

(b) By 1997-98.

(c) Due to non-completion of Building works.

[Translation]

Inconvenience to Passengers due to Non-halting of Trains

2006. SHRI MANIBHAI RAMJIBHAI CHAUDHARI : Will the Minister of RAILWAYS be pleased to state:

(a) whether passengers are facing great difficulties due to non-halting of a number of trains at Sanjan and Umargam railway stations of Valsad district in Gujrat;